



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Verizon North Inc.**  
**for Filing Period 7/1/2009 to 9/30/2009**  
**Tracking Number 3073**

**Performance Data - Code Part 730**

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.39	4.01	4.55	4.32
B. Operator Answer Time - Information Section 730.510(a)(1)	2.64	3.21	3.74	3.20
C. Repair Office Answer Time Section 730.510(b)(1)	32.12	27.29	22.40	27.27
D. Business or Customer Service Answer Time Section 730.510(b)(1)	35.56	45.59	44.99	42.05
E. Percent of Service Installations Section 730.540(a)	90.21 %	93.76 %	91.29 %	91.75 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	95.58 %	95.29 %	95.54 %	95.47 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.21	1.15	0.99	1.12
H. Percent Repeat Trouble Reports Section 730.545(c)	18.27 %	17.02 %	16.02 %	17.10 %
I. Percent of Installation Trouble Reports Section 730.545(f)	6.27 %	6.94 %	7.67 %	6.92 %
J. Missed Repair Appointments Section 730.545(h)	107	105	49	87
K. Missed Installation Appointments Section 730.540(d)	55	81	42	59

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$6,362.95	\$2,858.75	\$2,514.36	\$11,736.06
B. Number of credits issued for repairs - 24-48 hours	195	242	280	717
C. Number of credits issued for repairs - 48-72 hours	69	62	79	210
D. Number of credits issued for repairs - 72-96 hours	53	15	14	82
E. Number of credits issued for repairs - 96-120 hours	64	16	10	90
F. Number of credits issued for repairs > 120 hours	22	9	3	34
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	217	1789	937	2943
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$15,301.88	\$7,358.20	\$3,333.34	\$25,993.00
B. Number of installations after 5 business days	379	349	251	979
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	105	62	16	183
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	445	13	356	814
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$5,600.00	\$14,800.00	\$9,300.00	\$29,700.00
B. Number of customers receiving credits	113	401	187	701
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	14	3	17